

## POSTER ABSTRACTS

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### Barriers to Hereditary Breast and Ovarian Cancer Genetic Services at A Large Health Maintenance Organization

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**Background:** Cancer genetic counseling and testing services for Hereditary Breast and Ovarian Cancer (HBOC) are a covered benefit for Kaiser Permanente Colorado (KPCO) members, and are offered at the University of Colorado Cancer Center's Hereditary Cancer Clinic. Counseling services require a referral from any provider within KPCO, and pre-test counseling is required prior to testing. Over the last 3 years, KPCO has identified that consistently only one third of members with approved referrals for HBOC services attend.

**Objective:** To describe barriers to receiving HBOC services among KPCO persons approved for referral.

**Methods:** Members who had an approved referral for HBOC services between March 1, 2001 and November 30, 2001 who had not had contact with genetic services within 10 months of their referral were mailed a written survey to identify potential barriers to attending services. Chart review further identified screening behaviors pre and post genetic referral as well as referring provider specialty.

**Results:** 72 members were eligible for the survey, which had a 40% response rate. Respondents did not differ from non-respondents in terms of demographic characteristics, family history, co-morbidities, and cancer screening behavior. Respondents identified 4 major barriers related to the pre-counseling required family history form, confidentiality/discrimination concerns, having to go outside of KPCO, and worry/anxiety about counseling and testing. We are currently examining associations between patient and provider characteristics with barriers to counseling uptake.

**Conclusions:** Future delivery of HBOC services should focus on reducing barriers to the uptake of counseling services, while realizing that such could potentially have dramatic increase on patient volume.